

Company Profile - Research Plus

Founded in 1989, Research Plus is a full spectrum software developer with a reputation for technical excellence. Its primary strengths are a heavy duty, in-depth technical capability unmatched in an organisation of similar size, a focus on repeatable quality and a dynamic, relentless approach to solving problems.

As an organisation, Research Plus has a production mix of 80% database solutions and 20% electronic training/information development. Research Plus builds large websites, eCommerce solutions and custom hybrid solutions using DB2, MS-SQL Server, Informix and Oracle. Content is created for the web as well as traditional multimedia offered via CD-ROM. The experience built up over the last decade has created a pool of talent to provide end to end solutions for midrange or large clients.

For us to be successful you have to be successful first. Our business is built on three principles;

- Your problem can be solved. It is possible to identify and resolve problems, in partnership with our clients, in a cost effective manner, the first time around.
- Your problem has high priority. Well planned and executed software development underpins a low risk, high ROI project style across a variety of media and users.
- Your business matters. If we make your business successful, we will be successful. Our clients continue to use our talents because it makes commercial and financial sense.

The company has inhouse depth in C++, Java and SQL to extend its capabilities from enterprise level databases for large scale websites to intranet solutions or production systems.

Software products are delivered via the Internet, CD-ROM, floppy and conventional LAN media, with (where possible) a cross-platform capability for Windows, Web, Macintosh and UNIX systems

Training solutions products include conventional instruction, self paced tutorial training, computer based training (CBT), full scale simulations and inter/intranet solutions. The company has also developed a range of enterprise level software tools for competency assessment and management, CMI and competency data analysis.

Communication tools include touchscreens, hybrid CD & Web systems, MPEG enabled CD-ROMs, informational websites, Corporate Knowledge Bases, Enterprise Intranet Solutions, and a range of niche applications in many industry sectors.

Research Plus develops traditional multi-media which is tightly integrated into the delivery environment, highly interactive and effective as well as functional. The company also develops simulations and CBT materials for the Australian Defence forces. More information is available on request.

The Company We Keep

Ampol Petroleum
Asia Pacific Training & Simulation
AM Corporation
ACT Electricity & Water
AGC
Australian Defence Industries
Australian Army
British Aerospace (Australia)
BT Australia
Charles Sturt University
Classroom Video
Commonwealth Bank of Australia
CSC Australia
Connect Interactive Business Services
Corporate Communications Systems (Hong Kong)
CSIRO
Department of Defence
Department of School Education
Digital Equipment Corporation
eComPlus Ltd
Firmware Design
LBC Information Systems
Lockheed Aerospace
Luna Park Trust
Macromedia
Magabook
McDonnell Douglas Aerospace
Microsoft
Motorola
NEC Business Communications Systems
Optus Communications
OTEN (TAFE - NSW)
Pacific Mirror Image
Prospect Electricity
RAMS Home Loans
Rentworks
Rhythm Media
Royal Australian Air Force
Royal Australian Navy
Royal Military College Duntroon
Sedgwick Noble Lowndes
Scientific Management Associates
Southern Star Duplitech
Staging Connections
Sydney University
Telstra
Thomas Nelson (Australia)
Unisearch
Westpac

The Things We Do

C³ Systems

CBT, CAL and CAI Programming

CD-ROM Title Development

Database Programming in MS-SQL, Informix, DB2, Oracle

DVD Authoring & UCD Microcode Programming

Competency Management Systems

Documentation

eCommerce Development – Business to Business, Business to Consumer

Electronic Catalogues

Fat Client / Thin Server Solutions

Induction Systems

Interactive Multimedia Training - Authorware, Director, IconAuthor, Rapid

Low to Medium Fidelity Simulations

Marketing Systems

Multi-media systems

Planning & Project Management

Rapid Prototyping

Systems Analysis

Testing & Useability

Touchscreen Applications

Websites

Selected Projects

iSport

iSport is a sports management company specialising in the management of junior sports via the Internet. Its target markets are “mass” sports which have a national or state based controlling hierarchy. iSport is in the Top 50 most visited Internet sites in Australia and the company is expanding into Europe and the United States on the back of its “best of breed” solution. Research Plus has created the system currently used to administer soccer, netball, cricket as well as other codes, and has built the system in its entirety.

Rentworks

Rentworks is Australia’s largest lessor of computer equipment to the Federal and State Governments, and is part of the same group as RAMS. Research Plus has designed and developed a secure business process based extranet to allow the automation of online leasing transactions. The system reduces the time for a lease to be approved and goods delivered to a few hours, with major cost savings for all parties. The system includes a comprehensive catalogue of items for sale (which may be customised as needed), online credit application, links to third parties for online credit scoring, secure transmission of credit card details, and a comprehensive order fulfilment system. Research Plus is responsible for the design, development and deployment of the system, with the system under continuous development.

Cathay Pacific

Cathay Pacific is creating a world wide intranet for use by cabin crew, who may be at any port serviced by the airline. Research Plus has created the infrastructure and content management tools, as well as programmed the content structures for the venture thus far. The project has moved from “proof of concept” into production and the company (and its teaming partner, have been given two follow-on contracts to design, develop and deliver further materials within this project. As an example of the backend complexity, the applications have to navigate multiple firewalls, multiple backend databases, and multiple protocols in order to communicate the student records, student management and administrative systems in use at Cathay Pacific.

OTEN

OTEN is a specialist division of NSW TAFE, dedicated to producing distance education in print and electronic versions. Research Plus has a sole source contract to provide technical and programming services to OTEN. Projects undertaken in the last year involve work with Oracle, Informix, Cold Fusion, Authorware, Dreamweaver, Director, and connections to a large number of legacy systems.

Magabook

Magabook is a specialist publisher of Australia’s largest range of educational services guides. Research Plus converted their major educational guide (Study In Australia) to electronic form, significantly enhancing the form over a paper based product. In the process the program was designed to allow them to make all alterations for future years without reference to Research Plus. The product was nominated for an ATOM award due to its innovative treatment. The project has been converted to a website as well as a CD. See www.magabook.com.au

Microsoft

In a break with tradition, Microsoft Australia was given the task of creating a series of CD-ROMs for world wide distribution (prior to this, all Microsoft products were created and

extended in Seattle). Research Plus produced code as part of the coding team for Koi and the Coconuts, which entered the market in November '97), and is one of only four Australian companies which Microsoft chose as developer partners.

Defence

The company has worked on many projects in the defence field, most recently including a laser rangefinder simulator for Australian Defence Industries, and work for Siemens on the Raven radio project. Other projects include the award winning "Steyr Safety" for Army, the Navy series of Auxiliary COOPs CBT and simulations for MWSC, and involvement in the C130J project for RAAF. More information on specific projects is available if required.

Optus

Optus is Australia's second largest TelCo, underwent a complete re-equipment and organisational infrastructure refit as part of its growth plan. Research Plus and a teaming partner, won the first public tender, to provide a total CBT solution for a business division, and has won several follow on contracts in the field of electronic performance systems, CBT and CML/CMI.

CUSCAL

CUSCAL is the central management provider for all Australia's Credit Unions. Research Plus created an interactive introduction to the organisation, to orient new employees. The induction program delivered works as a standalone, client server and Intranet application, from the one body of code, and incorporates "fat client/thin server" technologies. The project paid for itself (in internal cost savings) in the first three months of its roll out.

Commonwealth Bank

Research Plus created, in its entirety, the Banks CMI training system which delivers, controls, validates and forms the backbone of the enterprise wide training delivery and management system. The system itself is the largest single, integrated CBT system in the world, and is currently undergoing modification to be marketed as a range of commercial "off the shelf" products. It delivers holistic, "whole of life" training to 32,000 employees at 2,000 sites, on demand, simultaneously. The system is currently being upgraded to run as an NT native application which will interact with the Banks Intranet, as well as provide realtime access to an internal data store of approximately 700M records when complete.

McGraw Hill

Creation of electronic companions to traditional text books, which will act as simulations, index guides, study paths, etc. The electronic guides allow teachers to add their own questions to a bank of supplied material, and to either produce electronic tests or print based tests with an integrated marking schedule.

Pacific Mirror Image

PMI owns one of the three CD-ROM replication plants in Australia, producing 100,000 CD's a day. The PMI CD-ROM Replication and Mastering Handbook CD was built from scratch in six days, to enable PMI to replicate 10,000 copies in time for PC97. With no backup plan due to the short time available, and failure would have had a significant effect on the trade show. The project was completed on time and met with great approval.

Education & Professional Development

Research Plus supplies all authorised training for Authorware Professional in Australia, adapting the US supplied paper based materials to an enhanced instructor lead course. Authorware commands 75% of the professional CBT authoring market. The company also supplies all authorised training for IconAuthor, a competitor to Authorware. Research Plus

currently runs most courses which are conducted as “in service” courses for the Military in Authorware and IconAuthor.

Rapid is a simulation development tools which markedly changes the cost/benefit ration for computer instruction, and the company is the sole source provider for training for this development tool.

Research Plus is one of only two or three companies which are continually nominated as “Fire Brigade” companies by the major authoring tool vendors. Such a nomination is to quickly “put out the fire” on high profile projects which have gone seriously off the rails in terms of functionality, cost or timeliness. The authoring tool providers have used us in this role for a number of years to quickly turn around problems which need serious technical or professional help.

The company has arguably the most technical depth of any development company in Australia at this time.

URL's

www.amcorp.com.au
www.ampol.com.au
www.ashleyandmartin.com
www.connect-ibs.com.au
www.corporateawards.com.au
www.magabook.com.au
www.meetingplace.com.au
www.novasublimation.com.au
www.scwhiskydist.com.au
www.southern-star.com.au
www.researchplus.com.au

AM Corporation
Ampol
Ashley & Martin
Connect IBS
Corporate Awards Australia
Magabook
Meeting Place Australia
Nova Sublimation
Small Concern Whisky Company
Southern Star Duplitek
Research Plus

Under construction

www.carltonfc.com.au
www.cp.novartis.com.au
www.onlinecomms.com.au

Carlton Football Club
Novartis Crop Protection (Australia)
Online Communications

Skills & Capabilities

Business Partnerships

- Computer Associates Business Partnership Member
- IBM Business Partner
- IBM Best Team Member
- Netscape Business Partner
- Informix Associate

Project Management

- Project & contractor management
- Planning
- Specification creation
- Quality control
- Personnel vetting
- Bid document creation

Systems Analysis

- Systems analysis
- Systems specification
- Systems design and implementation
- Documentation

Development

- MPEG 1 & 2 encoding - broadcast quality
- MPEG audio encoding
- CD-ROM creation
- DVD Authoring & UCD micro-coding
- DVD Interactive and Home program
- Computer Managed Instruction (CMI) Systems
- Computer Based Training (CBT)
- Computer Aided Instruction (CAI)

Programming Skills

- Authorware Professional - Mac, Windows
- IconAuthor - Mac, Windows, UNIX, OS2
- C++ - Mac, Windows
- Java, Javascript & CGI
- HTML & DHTML
- Rapid
- Simulation development
- Prototyping
- UNIX programming
- Databases -MS-SQL, Oracle, Access, DB2, Jasmin, Informix, Illustra SQL
- Net Objects Fusion
- Dreamweaver
- net.commerce

Contact Details

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Company Structure

Research Plus Pty Ltd (ACN 050 611 786) is an Australian registered company, being privately held, there is one other fully owned entity under the Australian Securities Commission guidelines, Xprs Pty Ltd.

Staff

Research Plus employs 19 full time staff and two part time staff, with contractors employed as required. All staff are skilled programmers, trainers, developers, analysts, designers, as required by their various jobs. There has been a real effort involved in cross training to allow for both job satisfaction and advancement within the organisation and the inculcating of a “bigger picture” mentality.

Research & Development

The company is a registered participant in the Commonwealth Research & Development Concession scheme, and had an approved and registered R&D investment in the 98/99 financial year of 21% of gross turnover. The company sees R&D investment continuing at (approximately) this level in future years. All R&D funds are used to fund internal technology development projects which are used to further the companies longer terms aims.

Several R&D projects have been commercialised or incorporated in tools the company has on offer as part of its current skill set.

Research Plus Team – Short Bio's

Management Contact:

Mark Davoren (Masters in Education - Wollongong University)

Mark has 13 years commercial experience in training design and development, programming and database systems. He has extensive experience in user training and interface design, project management, software design. His MEd in Educational Technology involved a specialisation in the cognitive aspects of designing computer delivered materials and how people manipulate computer systems to solve their information needs.

Project & Systems Development:

Steven Tuften (Bachelor of Applied Sciences at Charles Sturt University)

Steve's 8 years commercial experience in a general programming environment began with Softies Pty Ltd working with graphical MIS systems development. He has substantial experience in graphical programming, assembler, C and C++. Steve's hobbies include encryption systems, music and complex number manipulations.